

Operations Administrator

- Contract:** 20 hours (0.5 wte), Monday to Thursday
Location: Tzedek's Offices - Platinum House, Gabriel Mews, Crewys Road, NW2 2GD, London
Salary: £12,000 (£24,000 pro rata)
Line Manger: Fundraising & Communications Manager, closely liaising with the Finance Manager and CEO

Tzedek is the Jewish community's international development charity. We invest in projects overseas that help people help themselves out of extreme poverty, and we also provide education in the UK regarding international development.

As a charity that relies on donations, and has a small but extremely active staff team, this role is a vital one. The upkeep and maintenance of our CRM database and our general office administration both need maintaining at a high level so as to empower the rest of the organisations tasks to flourish. The Operations Administrator holds key financial-processing responsibilities, organises and maintains our fundraising database, and will keep the Tzedek office organised at a professional level. The ideal candidate will be proactive and able to demonstrate examples of taking the initiative in improving systems to increase organisational efficiency.

Key responsibilities

Fundraising support

- Maintain the fundraising database/CRM to a consistently high standard that complies with regulations and fundraising best practice, ensuring Tzedek has 'healthy data'.
- Support the Fundraising and Communications Manager in any accompanying administration and donor management
- Support the Finance Manager by importing donor & donation data from multiple sources: online, bank transfers, charity vouchers, cheques, etc
- Maintain and record Gift Aid opt ins
- Manage and maintain administrative correspondence with donors, trusts, and prospects
- Help prepare seasonal fundraising campaign mailings (twice yearly)
- Administrative support in running fundraising events and activities
- Produce regular reports regarding donors and donations from the database
- Issue bespoke thank you letters and receipts for donations
- Occasional inputting of invoices onto accounting system

General

- Communications and general correspondence (post, email, phone)
- Monitoring and ordering office stock, organising equipment maintenance
- Assisting with planning and co-ordinating events, meetings, and training days
- Manage the submission process for timesheets and compile data for ROI analysis
- Maintain the governance diary of trustee meetings
- General administrative support to the managers and CEO
- Be able to accurately represent Tzedek's vision, mission and work to the majority of stakeholders encountered

Key skills and experience

- Experience using a Fundraising / CRM database
- Experience working in a fundraising or financial environment
- Highly experienced with Microsoft Office
- Experience handling sensitive data
- Experience processing online charitable donations, including Virgin Money Giving and Justgiving
- Methodical approach and a keen eye for detail
- Numerate and literate - GCSE maths and English

You can find more information about Tzedek on our website www.tzedek.org.uk.

If you are interested in this role, then please write to graham@tzedek.org.uk outlining why you believe you are a suitable candidate for the job and attach your current CV.

Closing date for applications: 26 August 2018 at Midnight

Interviews: 30 – 31 August

Start date: ASAP after interview